

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WHISTLING NOISE FROM FRONT DOOR WINDOW GLASS OR WINDSHIELD WHEN DRIVING AT HIGHWAY SPEED	Bulletin No.: 09-028/21
	Last Issued : 12/17/2021

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous TSBs:	Date(s) Issued:
09-028/21	09/17/21

APPLICABLE MODEL(S)/VINS

2017-2021 CX-5

DESCRIPTION

Some customers may complain about a whistling noise heard from the top of the A-pillar area and/or the top of windshield area when driving at highway speeds.



When driving under the following conditions, a negative pressure is generated on the doors and the windshield pulling them outward and resulting in weatherstrip vibration.

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- The vehicle is exposed to a side wind while driving at highway speeds.
- The vehicle is exposed to a strong side wind while driving at a speed slightly higher than highway speed.

Customers having this concern should have their vehicle repaired using the following repair procedure.

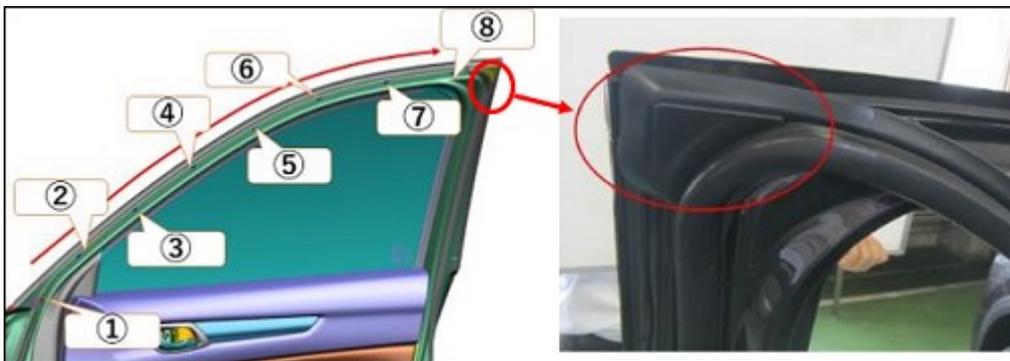
REPAIR PROCEDURE

NOTE: Attach rubber pads to the doors and the top of the windshield. Depending on the repair history of the vehicle, repair one or both of them.

DOOR REPAIR:

1. Verify the customer's concern.
2. Remove the upper-side front door weatherstrip.

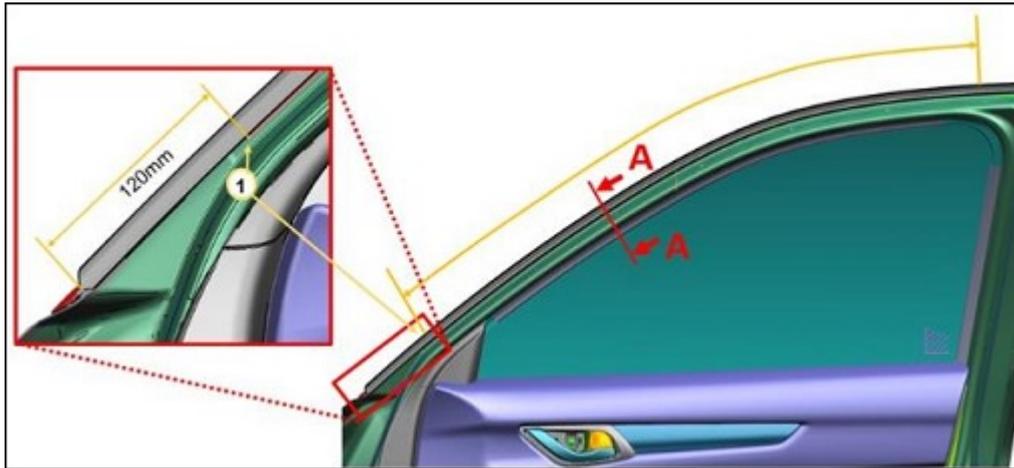
NOTE: Use a fastener remover and remove the fasteners in the order shown below.



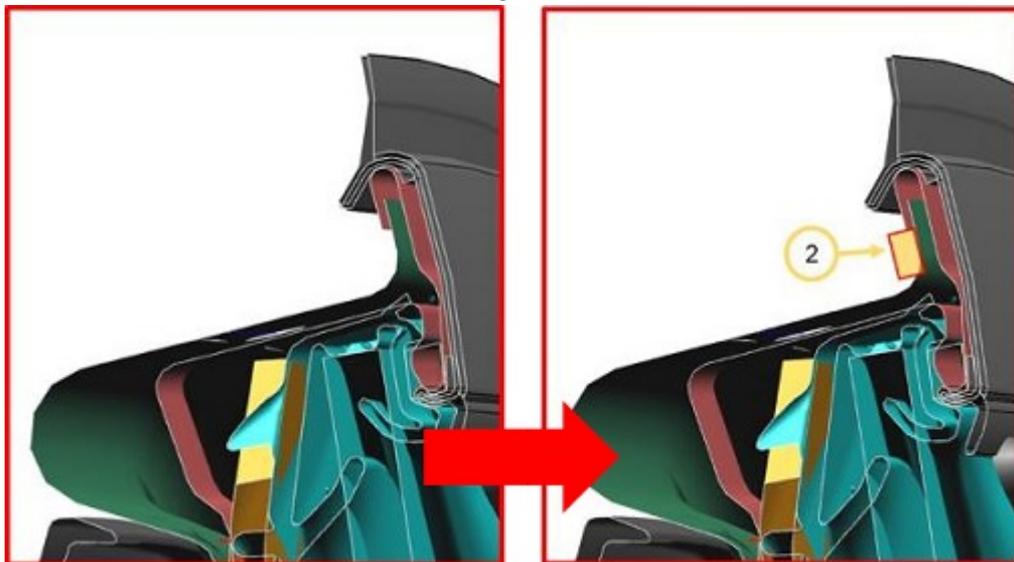
NOTE: Do not remove the fastener in the corner (indicated by the red circle above/right, p/n KB7W-5*-762), as it could break.

3. Remove any grease or dust from the surface where the weatherstrip was attached.
4. Attach the pads next to the front doors hem:
 - a) Attach the longest pad (t2.4 x w4 x L1000mm) as shown below.
 - Start attaching from the front side, 120mm away from the sash molding tip (1).
 - While attaching the pad, it may wander, so initially attach the pad lightly and after the whole length of the pad is positioned, press it down against the hem for a firm bonding (2).

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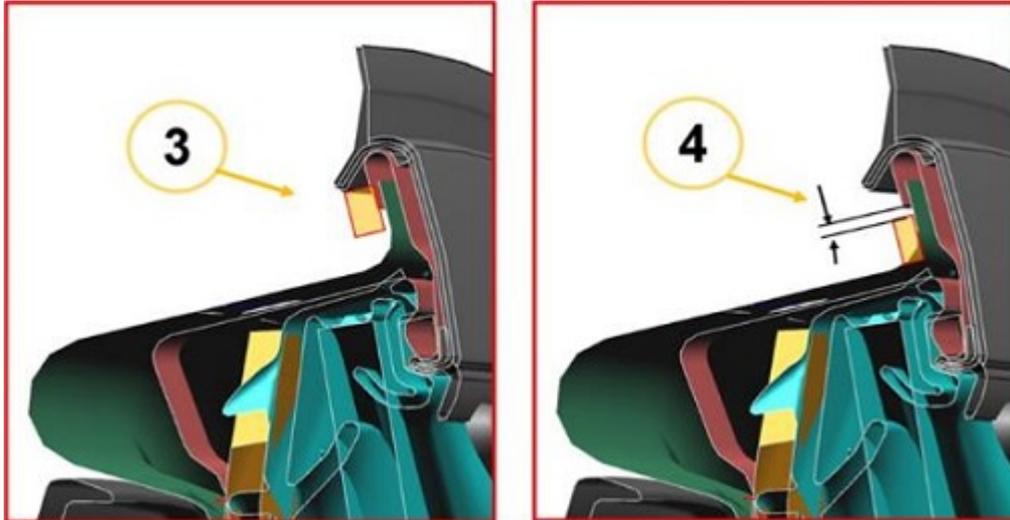


SEC. A-A



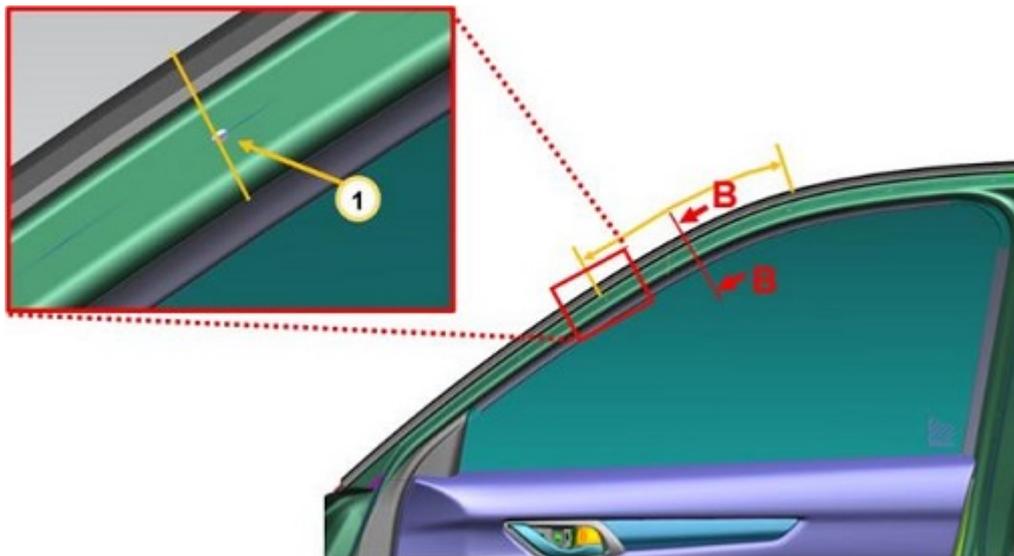
Examples of Poor Pad Attachment (3 and 4)

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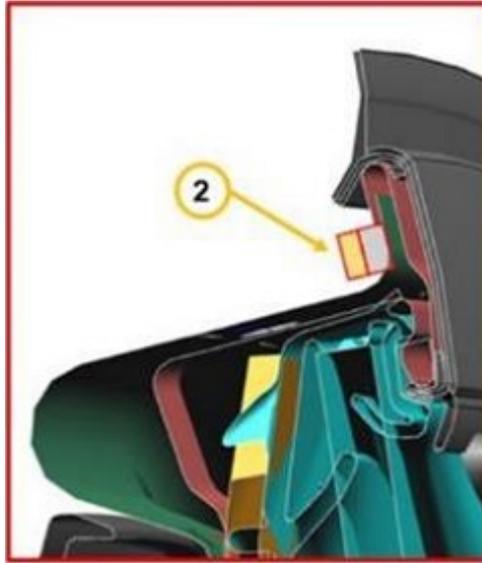
b) Attach pad (t1.9 x w4 x L300) onto the long pad installed in step a above.

- Use fastener No. 4 position (1) as a reference for the attachment starting point.
- While attaching the pad, it may wander, so initially attach the pad lightly and after the pad is positioned, press it for final bonding (2).



SEC. B-B

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5. Reinstall the weatherstrip with the fasteners (BC1D-58-762).

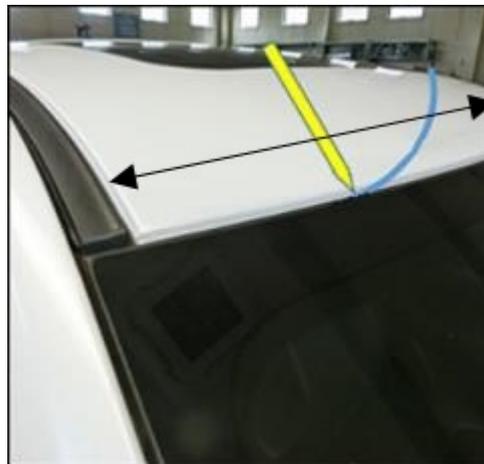
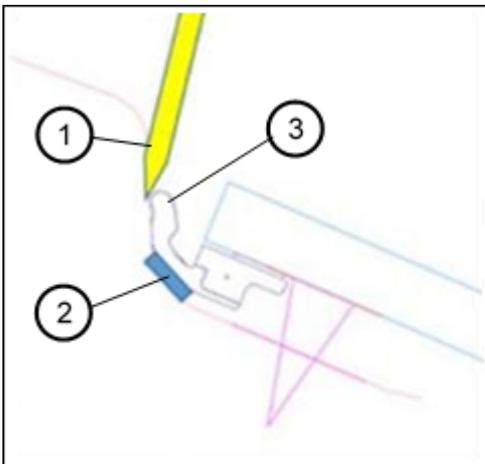
NOTE: If the fasteners are damaged, replace them with new ones.

6. Repeat steps 2 - 5 for the other side front door.

WINDSHIELD REPAIR:

1. Using a plastic tool (1) with a flat tip, lift the lip (3) of the weatherstrip, then insert the pad (2) under the lip all the way between roof moldings.

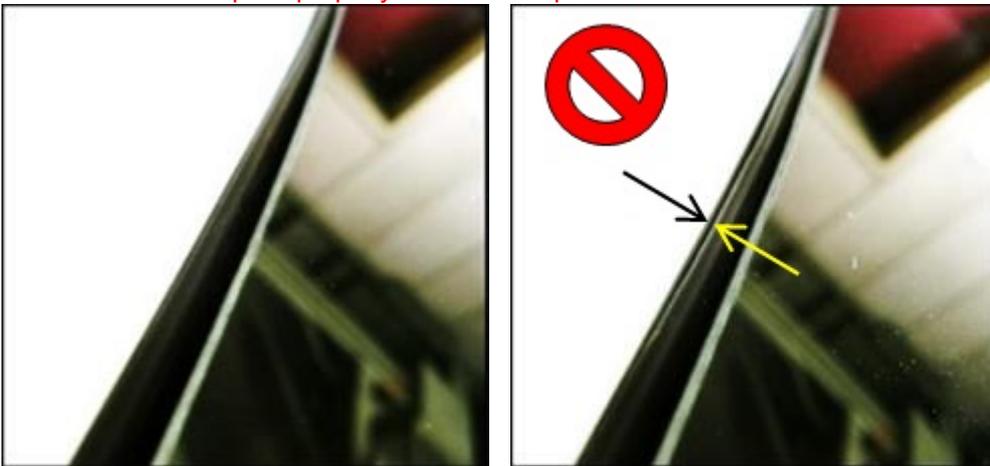
CAUTION: DO NOT USE a metal tool. It may damage the paint and result in rust.



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2. Ensure that the lip fits properly with the roof panel.



3. Verify the whistling noise is gone.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KBY0-58-769	Pad	1	Includes pads for both sides
BC1D-58-762	Fastener	(Max. 16)	Replace if broken during the repair
KB7W-58-762	Fastener	1	For right side front door: Replace only if broken during the repair*
KB7W-59-762	Fastener	1	For left side front door: Replace only if broken during the repair*
KBY0-63-937	Pad	1	Windshield

*Fasteners KB7W-58-762 and KB7W-59-762 are not supposed to be removed during the repair.

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WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	KBY0-58-769 (Doors Only) KBY0-63-937 (Windshield Only) KBY0-58-769 (Doors and Windshield)
Quantity	1
Operation Number / Labor Hours:	XXS6CXRX / 0.6 Hrs. (Doors Only) XXS6CARX / 0.3 Hrs. (Windshield Only) XXS6CBRX / 0.8 Hrs. (Doors and Windshield)

NOTE: Depending on the actual repair, choose the proper part number, operation number and labor hours.

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